



## **IN-HOUSE COMPLAINTS POLICY AND PROCEDURE**

We are committed to providing a professional service to all our clients. However sometimes things do go wrong so we need you to tell us about it, as this helps us to resolve your issue and also monitor and improve our standards. We ask in the first instance that you discuss and resolve your complaint with either your Property Manager or Service Charge Account Manager, depending on the nature of your complaint.

### **What are the Next Steps if my Complaint has not been Resolved?**

Where a complaint is initially made over the telephone this cannot be resolved, you will be asked to send a written summary of your complaint either to your Property Manager or Service Charge Account Manager, and this will be acknowledged within 3 working days from receipt.

You should advise us specifically why you are unhappy and provide us with as much detail as possible and the reason why Pinnacle has not resolved your complaint. The manager will contact you in writing within 15 working days informing you of our understanding of the circumstances and advise what actions have or will be taken.

### **What If my Complaint Still hasn't been Resolved?**

If there is dissatisfaction with any aspect of our handling or your complaint you should contact a Pinnacle Senior Manager:

- a. For Service Charge Complaints – Head of Client Accounting
- b. For Property Management Complaints – The Compliance Manager

Units 1-3 Beech Court, Wokingham Road, Hurst, Berkshire RG10 0RQ. Tel 01189 320180. Should you wish to email, please contact [customercare@pinnaclepm.co.uk](mailto:customercare@pinnaclepm.co.uk) and mark for the attention of either the Head of Client Accounting or The Compliance Manager. The Senior Manager will ensure that a separate review is completed. We will advise you of the outcome and conclusion of the review within 4 weeks of receipt.

### **What Happens if my Complaint has still not been Resolved?**

Where you feel a complaint has not been resolved or more than 8 weeks has elapsed since your complaint was made you can request an independent review from the Property Ombudsman without charge. You have 12 months to refer your complaint to them.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
t : 01722 333 306  
e : [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
w : [www.tpos.co.uk](http://www.tpos.co.uk)

Please be advised that the Ombudsman will only investigate complaints which have initially gone through this in-house complaints procedure, so it is important to complete these steps in the first instance.



### **What Happens if my Complaint has still not been Resolved?**

Where you feel that your complaint has still not been resolved, following receipt of the written response from the Property Ombudsman, as Pinnacle Property Management Ltd are members of the Association of Residential Managing Agents you are able to ask their Independent Adjudication Service to review your complaint.

Association of Residential Managing Agents  
Independent Adjudication Service  
3<sup>rd</sup> Floor 2-4 St. George's Road  
Wimbledon  
London  
SW19 4DP  
Email: [info@arma.or.uk](mailto:info@arma.or.uk)

You will need to provide your complaint details and confirmation that you have formally complained to Pinnacle Property Management as well as The Property Ombudsman. Your complaint will initially be reviewed by ARMA and if you have complied with the requirements, your contact details will be passed to the Centre for Effective Dispute Resolution who administer the scheme on behalf of ARMA. CEDR will then send you an application form in order for them to review your complaint.